



The Whiteley Homes Trust

Beneficiaries' Handbook



2024 edition

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Introduction



This handbook provides beneficiaries with information about our charity, The Whiteley Homes Trust, and the services and facilities available within Whiteley Village, as well as details of your property.

It also provides information and advice about where our team will work with you, and areas that are your responsibility.

The handbook supplements and explains the rules and regulations in your **Letter of Appointment** (Licence to Occupy).

Please also refer to official notices and The Whiteley News Bulletin, issued monthly by the Trust, as well as emails, or letters from the Trust that are placed on noticeboards or delivered.

On behalf of those leading and working for the Trust, I hope the information in this handbook will help you to be happy in your home in Whiteley Village.

Rachel

Rachel Hill
Chief Executive
The Whiteley Homes Trust

Please note: this handbook was revised in spring 2024 and provides an update to any previous versions you may hold.

Useful Telephone Numbers

Whiteley Village Telephone Numbers

Main Reception: Eliza Palmer Hub	01932 842360
The Housing Team Office	01932 825844
Repairs and Maintenance	01932 825825
Village Shop	01932 858550
Village Post Office	01932 821467
The Clubhouse (Hospitality)	01932 264544
Feedback (Compliments and Complaints)	01932 825805

Emergency Telephone Numbers

Fire / Ambulance / Police	999 or 112
Other medical emergencies (NHS out of hours)	111
Police non-emergencies	101
Whiteley Village out of hours emergencies	0333 321 6349

Elmbridge Borough Council

Switchboard (for all services)	(01372) 474474
Website	www.elmbridge.gov.uk

Local Facilities and NHS

Hospitals: St Peter's Hospital (A&E) Guildford Road Chertsey KT16 OPZ 01932 872000	Ashford Hospital (Walk-in Centre) London Road Ashford TW15 3AA 01784 884488
Surgeries: Hersham Surgery Pleasant Place Hersham KT12 4HT 01932 229033	Walton Health Centre Rodney Road Walton KT12 3LB 01932 504410

Nearest pharmacy:

Hersham Pharmacy, Hersham Green Shopping Centre KT12 4HL. Tel: 01932 228667.

Monday to Friday 9.00 am - 6.30 pm

Saturday 9.00 am - 5.30 pm

Sunday Closed

Local out of hours pharmacies:

Boots, 22A High Street, Cobham KT11 3EB. Tel: 01932 588772.

Monday to Saturday 8.00 am - 9.00 pm

Sunday 10.00 am - 4.00 pm

Tesco Pharmacy, Tesco Brooklands, Weybridge, KT13 0XF. Tel: 01932 611004.

Monday to Saturday 9.00 am - 9.00 pm

Sunday 10.00 am - 4.00 pm

Part 1

The Whiteley Homes Trust and Whiteley Village – Our History



William Whiteley 1831-1907

William Whiteley was born in Yorkshire in 1831 and as a young man visited the Great Exhibition of 1851 in London's Hyde Park.

Inspired by all he saw, he moved to London and began a career that was to lead him to become a pioneer of large department stores, with a worldwide reputation as the "Universal Provider".

When his Will was read, following his untimely death in 1907, it was found he had left a bequest of one million pounds to purchase land and erect buildings *"to be occupied as homes for aged poor persons, preference being given to persons or the wives of persons who have been engaged in commercial or agricultural pursuits"*.

To administer this huge sum, a Trust was created.

The Whiteley Homes Trust

The first meeting of the Trust was held in June 1907 and comprised William Whiteley's two sons and eight highly distinguished Trustees.

The Bishop of London was elected Chairman. There have been many Trustees over the intervening years, often serving for long periods. In compliance with Charity Commission governance, our current Trustees serve on the Board for a maximum of three terms of three years.

From 1919 to 2013 the Trust was supported by a series of six Wardens who were responsible for the day-to-day running of the Village. This is now undertaken by a Chief Executive Officer supported by the Leadership Team and a team of staff.

The initial deliberations of the Trust were lengthy and complex, with inevitable resort to the Courts for clarification of some parts of the Will. As a result, it was not until 1911 that the site was purchased for the development of Whiteley Village.

The Development of Whiteley Village

The Trustees invited seven leading architects of the day to compete for the design of the Village from which one, with a central octagonal arrangement surrounded by ancillary buildings, was deemed the most suitable. This created a community atmosphere and allowed for easy walking distance between cottages within the eight sections and to the public buildings. Each of the architects was invited to design at least one of the sections using common external materials and based on some specified internal requirements, achieving an overall harmonious aspect with individual variations in style.

Despite the onset of the Great War, a foundation stone was placed at the centre of the octagon in 1914, depicting a figure of “Industry”, a carving of the “Ship of Enterprise” and an inscription to the memory of William Whiteley. Building the cottages began thereafter.

The first to benefit from the vision of William Whiteley, the devotion of Trustees and the skill of the architects and surveyors, was Eliza Palmer, a retired nurse who took up residency with some 25 others in October 1917.

Cottages then consisted of a living room, with an alcove bed recess, scullery with basin, toilet, coal store and a larder. To meet changing requirements, a major refurbishment programme was undertaken throughout the 1960s by equally skilled, modern architects and again during a ten-year conversion programme started in 2005. The original cottages and all 115 streetlamps are Grade II Listed.

With the arrival of the first beneficiaries, attention switched to the provision of public buildings, starting with the Village Hall and the Club and in due course, the Church and the many ancillary buildings.

Conservation Area

A conservation area is defined as an "area of special architectural or historic interest, the character of which it is desirable to preserve or enhance". It is the quality and interest of the area, rather than the individual buildings which is of primary interest when designating a conservation area. There are 26 designated conservation areas within the Borough of Elmbridge including Whiteley Village. Whilst recognising the need for change and acknowledging that historic areas should not stagnate, their designation places a duty upon the Council to ensure that their character and appearance are protected and that the design of any new development that does go ahead makes a positive contribution to such areas.

In addition, the majority of the Trust's buildings were listed as Grade II in 1984, thereby adding an extra layer of protection. Statutory listing covers both external and internal features of a listed building. If the Trust wishes to alter, extend or demolish a listed building in a way that affects its character, as a building of special interest it must first obtain Listed Building Consent.

In practice this affects the Trust and beneficiaries by requiring written consent from Elmbridge Borough Council before making alterations whether extensions to buildings, introducing hard landscaping and paving stones into gardens or carrying out works to the trees. Building repairs should be carried out with traditional materials.

The Whiteley Homes Trust and Whiteley Village – Today

Our Mission, Values and Vision as a charity

The Whiteley Homes Trust's charitable mission is to provide good homes for the elderly poor with access to care.

Our values are ***Integrity, Involvement, Ambition*** and ***Respect*** between all Trustees, staff, volunteers, beneficiaries.

Our vision is to be the preferred choice for housing for the elderly poor, where beneficiaries live in a sustainable and supportive community that meets the holistic needs of each of its beneficiaries and cares for the Village as a whole.

Trustees

The Whiteley Homes Trust is governed by a Board of voluntary Trustees. Day-to-day administration, management and governance is carried out by the Chief Executive and the Leadership Team. Photographs and biographies of current Trustees and the Leadership Team can be found on the charity's website at www.thewhiteleyhomestrust.org.uk.

Housing provision

- **Huntley House**

The first extra-care facility in Surrey, Huntley House opened in 2003 and has 51 self-contained flats for single or double occupancy, with some communal facilities.

Huntley House is the appropriate choice for those beneficiaries who wish to live independently but require additional support to do so. A requirement of admission is that a beneficiary should receive a minimum of three hours of home help or care per week, paid for by Social Services, or independently. This care will be provided by an external care agency.

- **Cottages (Almshouses)**

The Village comprises of 265 almshouse cottages which are provided by the Trust for independent living. Almshouses provide security and community, and beneficiaries are encouraged to make friends and to share a wider social life through the activities and events within the Village.

In 2023 the three flats at 17 Circle Road were refurbished and remodelled after being vacant for several years. This was made possible thanks to the generosity of the Worshipful Company of Carpenters who endowed the Trust following the sale of their almshouses, founded by Richard Wyatt in Godalming, together with a grant from Homes England.

In 2024, provision of five new apartments is being created in a conversion of the old Administration Building, to provide further almshouse homes, also funded by the endowment from the Carpenters' Company. The newly named Richard Wyatt building will be available for occupancy from late spring.

- **Drapers Crescent**

Though similar in appearance to the cottages within the octagon, the 16 two-bedroom cottages in Drapers Crescent were built in 2003 as a result of a merger with the Henry Lucas Trust in Wokingham, which had been administered by the Worshipful Company of Drapers.

- **The Old Chaplaincy**

Originally built for the Village Chaplain, The Chaplaincy was later converted into four self-contained flats for beneficiaries.

Part 2

Terms of Occupancy

Letter of Appointment (Licence to Occupy)

Beneficiaries have a Licence to Occupy which they will have signed when they were invited to move into the Village. As a beneficiary of an almshouse charity, residents are not tenants and do not have security of tenure. However, the Trustees will not ask a beneficiary to leave unless there are exceptional circumstances. These may include, but are not limited to the following:

- If they cease to be an eligible beneficiary of the charity (for example, if they are no longer able to live independently and need more care).
- If personal circumstances change, resulting in the beneficiary no longer meeting the requirements of our Admissions Policy.
- If they no longer comply with the terms of their Licence to Occupy for other reasons.
- Evidenced persistent anti-social or unreasonable behaviour towards other residents or the Trust.
- If they have accumulated bad debt to the Trust and/or an ongoing inability to pay the charges due to the Trust.

Weekly Maintenance Charges (WMC)

The Weekly Maintenance Charge is the payment which beneficiaries make for occupying the almshouses. Payment is collected by monthly direct debit.

Service Charge (SC)

The Service Charge is the amount beneficiaries are charged towards the provision and operating costs of the communal equipment and other communal services provided. This includes roads and grounds maintenance and part of the costs of looking after the woodlands. Payments are collected by monthly direct debit.

A breakdown of the annual Service Charge is provided to beneficiaries along with the notification of the WMC each year. The Trust, as part of its charitable aims and in recognition of the size of the grounds, contributes towards the

costs. Therefore, the total cost of a number of services is split between the beneficiaries (through the SC) and the Trust.

At least one month's notice of any increase in the WMC and/or SC will be given.

Both the WMC and SC are eligible for Housing Benefit and Universal Credit and cover **part** of the cost of maintaining the almshouses, running the charity and the estate grounds and facilities.

Personal Charges

In Huntley House, Personal Charges are for utilities, such as water, gas and electricity. These charges are not eligible for Housing Benefit.

Cottages incur Personal Charges as a contribution to the cost, such as providing water and sewerage services. More details can be found in the Monthly Charges Policy.

Housing Benefit and Universal Credit (housing)

Beneficiaries of the Trust are on low incomes, consisting of the state retirement pension, Pension Credits or Universal Credit allowance, with little or no savings, and may be entitled to Housing Benefit or the housing element of Universal Credit, to help with the cost of the WMC. Some additional income over and above the basic allowances may still result in being eligible for some help with paying the WMC. To ensure beneficiaries receive all benefits they are entitled to, such as Housing Benefit or Universal Credit, they should contact Elmbridge Borough Council's Housing Benefit Office or the Job Centre/DWP.

Housing Benefit may either be paid directly to The Whiteley Homes Trust or to beneficiaries' bank accounts, and the Trust will then collect the WMC from their bank account by monthly direct debit.

If in receipt of Housing Benefit, please remember that it is the claimant's responsibility to inform the Council's Housing Benefit Department if there is a change in financial circumstances. It is also sensible to notify the Trust's Housing Team. One example is coming into money through an inheritance, which takes the savings over the threshold. Failure to inform the Housing Benefit Office

could result in the claimant being overpaid Housing Benefit, which Elmbridge Borough Council will then claim back from the claimant at a later date.

Receipt of this handbook and issuing of a Letter of Appointment is deemed to be notification in writing of any alteration to the policies.

Next of Kin, Relatives and Visitors

The Housing Team cannot take the place of the individual beneficiary's next of kin, relatives and friends. We hope that the next of kin, family and friends will give just the same support as they would outside the Village. If they do not reside in the local area, we recommend that beneficiaries also provide contact details for a first responder who lives locally and can be contacted in the event of an emergency. With their help and co-operation and with support from Social Services, if necessary, we hope beneficiaries will be able to live independently for as long as they wish to or are able to.

In exceptional circumstances, visitors may stay overnight in a cottage, with prior permission from the Head of Housing.

Grandchildren under the age of 16 are allowed to stay for up to three weeks but must be supervised and not create excessive noise or disturbance in the Village.

Absence from Almshouses

For the safety and security of the whole community and for fire safety reasons, the Trust needs to know who is absent from the Village. If a resident is going to be away from their home overnight they should inform the Trust, in order that all beneficiaries may be accounted for in the event of an emergency. This can be via the "I'm OK" system or by emailing or calling the Housing Team who keep a register of absence.

Beneficiaries are expected to be in full time occupation of their almshouse and extended periods away during the year might lead the Trustees to conclude that they have less need for almshouse accommodation than others.

Beneficiaries must live in their almshouse as their permanent home and not be absent for more than 28 consecutive days in any year without the prior consent of the Housing Team. There is some flexibility with this policy, and we are

delighted when beneficiaries go on holiday or to stay with family and friends. All we ask is that you seek agreement prior to making arrangements that may exceed the maximum allowed.

Businesses

With permission of the Chief Executive, beneficiaries may be allowed to work from their almshouse. However, if their income exceeds the threshold as stated in the Admissions Policy, they must notify the Trust and the Housing Benefit Office at Elmbridge Borough Council. Depending on the nature of the business, there may be other statutory requirements with which a beneficiary must comply, such as insurance.

They must guarantee that this will not be disruptive for other beneficiaries and that it will not involve delivery or storage of items and/or visitors to buildings. The work undertaken must comply with any statutory requirements.

All beneficiaries may seek employment. Beneficiaries under state retirement age who are in receipt of Universal Credit often find themselves in a position of needing to take up employment. This is permitted as long as the beneficiary advises the Trust and Elmbridge Borough Council if they exceed the Income Allowance as stated in the Admissions Policy.

Anti-Social Behaviour (ASB)

There is no single legal definition for ASB, which in the main is due to the subjective nature of human behaviours. What is acceptable to one person is not always acceptable to another.

The Trust adopts the definition set out in the Anti-Social Behaviour, Crime and Policing Act 2014. In a housing context this reads as “conduct capable of causing nuisance or annoyance”.

A more detailed fact sheet can be found on the Housing Ombudsman’s website (housing-ombudsman.org.uk).

Anti-Social Behaviour may include, but is not limited to:

- Noise nuisance at high levels or unreasonable hours.
- Harassment, including verbal and physical abuse and threats.
- Acts of violence.
- Hate incidents motivated by someone's age, disability, faith, sexual orientation or race.
- Drug and alcohol related incidents.
- Intimidation and harassment.
- Vandalism, graffiti and damage to community areas.
- Fly-tipping or abandoned vehicles.
- Nuisance caused by pets and other animals.

Anti-Social Behaviour does not include:

- People talking in their own homes.
- Flushing toilet or shower noise.
- Electrical goods noise, eg washing machines, TV, radio during normal hours.
- Occasional dog barking.
- Walking dogs off lead in designated areas.
- A one off party with advance warning.

NB: this is not an exhaustive list.

Please refer to the Trust's ASB Policy should you require it. The document details the process and handling of such complaints.

Complaints

The Trust defines a complaint as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a beneficiary or group of beneficiaries.

If you have a complaint to raise, please refer to the two stage Complaints Policy.

Contact with the Trust from beneficiaries asking for a service for the first time is not a complaint, but a service request. If the Trust subsequently fails to respond

to that service request in line with its published policy, that matter may become a complaint.

You can **report an ASB incident or a complaint** in one of the following ways:

- Email feedback@whiteleyvillage.org.uk.
- Telephone: 01932 825805.

All beneficiaries have the right to appeal decisions made by The Whiteley Homes Trust with The Ombudsman for Social Housing and may do so in the following ways:

Complaint form: fill in the online complaint form at www.housing-ombudsman.org.uk/residents/make-a-complaint/

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

Write to:

Housing Ombudsman Service

PO Box 152

Liverpool

L33 7WQ

Moving In, Out or Within the Village

The Trust requires one calendar month's notice in writing, to the Housing Team if you wish to move out of your property. During this notice period you will be liable for your WMC payments and other outgoings (such as Council Tax and utility bills), even if you have already moved out. Beneficiaries, or their next of kin, are responsible for clearing the property of all personal possessions and for paying the WMC and utility bills up until the date on which the almshouse is cleared and the keys returned to the Housing Team. On departure, gardens should be left tidy. Garden pots, ornaments and garden furniture should be removed.

Keys to the property will only be accepted back once the property has been completely cleared and checked by a member of the Housing Team.

When moving into or within the Village, it is the beneficiary's responsibility to move their own furniture. There are local removals companies that can help you with this.

In certain circumstances the Trustees may ask you to leave your almshouse. These are:

- If you do not comply with the rules set out in your Letter of Appointment and the Beneficiaries' Handbook. These rules are made for the benefit of all beneficiaries.
- If you no longer qualify to live in the almshouse. It is possible that your circumstances have changed, and you are no longer eligible for charitable assistance.
- If you are no longer physically or mentally able to look after yourself and live independently, even with the help of your family and Social Services, or you become a danger to yourself, and/or other residents and/or the property.
- If you have bad debt to the Trust and/or an inability to pay the charges.

The Trustees would only set aside an appointment as a last resort, after a fair process of investigation.

Part 3

Services provided by the Charity

Our Housing Service in Whiteley Village

Our team provides intensive housing management, working alongside beneficiaries to assist with any housing related matters. Our aim is to ensure that people have access to the right services to live independently. We provide information, advice, and guidance about the Village as well as links to more specialist services in the local area.

We work in partnership with external agencies such as adult social care, healthcare providers, charities, aids and adaptation services, external day care providers and any other service that can assist beneficiaries.

Our Housing Team are available Monday to Friday from 9.00 am to 5.00 pm. You can get in touch using our group email housing@whiteleyvillage.org.uk (please note this is not suitable for confidential messages) or by calling one of the telephone numbers that can be found on page five of the Handbook.

Our village team are located at Centre Point but may be out and about meeting with beneficiaries. Our housing management team are located at Huntley House.

The following is a list of some of the services that our team provide:

- First point of contact for beneficiaries.
- Welcome and “Settling In” visits.
- Support with benefit applications or income maximisation.
- Information about services such as “I’m OK” and helping to understand the facilities in your home.
- Providing links and helping with access to agencies and services that assist with independent living.

Our Housing Service in Huntley House

Huntley House offers Extra Care Housing. This means beneficiaries can live independently in their own property. If a beneficiary requires regular personal care, they will make arrangements with a private care provider or refer to Adult Social Care who will assess their needs and come to an agreement about what level of care best meets their needs. We welcome a range of care providers who come into the building to deliver this care which is independent of the Trust.

Huntley House does offer an “emergency” care service that operates 24 hours a day. This arrangement is commissioned and funded by Surrey County Council who shape the service and rigorously monitor the outcomes. Keeping people safe in an emergency is our key priority.

The emergency service is in place to respond to an event that means a beneficiary is not safe or is unable to care for their immediate personal needs. This might be due to becoming unexpectedly unwell, an accident, or when needs have changed rapidly. We always work in close partnership with care services, families, and Adult Social Care to help move towards a more planned care arrangement.

All beneficiaries in Huntley House can access the same housing management service as the wider village. Our Housing Team can be contacted at housing@whiteleyvillage.org.uk.

The following is a list of some of the services that the Resident Involvement Support Worker at Huntley House can provide:

- First point of contact for beneficiaries.
- Welcome and introduction to life in Huntley House.
- Ensure beneficiaries know how equipment such as the heating and the emergency pull cords system operates.
- Referrals to Social Services if there is a change in circumstances, and you require an enhanced package of care.
- Support to arrange transport for medical appointments.
- Help with facilitating some activities to prevent social isolation and promote resilience and wellbeing.

Community Services

The Trust's Community Team works with residents, staff and volunteers to create a thriving, welcoming community where everyone feels valued. Any income generated by the community areas - the Clubhouse, shop, and therapy pool and from the hiring of the Village Hall and Conservatory - helps pay for the cost of providing community services.

Residents are encouraged where possible to 'give back' through using their time, skills and experience for the benefit of others, either through volunteering or by running clubs and societies, thus moving us towards a co-produced community.

If you are interested in volunteering for the Trust within the Village, please contact the Trust's reception.

The "I'm OK" Service – Cottages

The "I'm OK" community alarm service cost is included within the service charge and is available to all cottages. Most beneficiaries enjoy the reassurance the hub in their cottage provides, especially those living on their own.

It is simple and quick to use the hub. Just **press the OK button** on the hub **before an agreed time each day** to let the monitoring team know you are OK. If they do not receive this call, they will ring your number and, if there is no reply, will alert others to check on your wellbeing.

Wake-up calls, appointments, medication and other reminders, are all part of this system.

In addition, the Trust will advise beneficiaries of important short notice information via a message being displayed on the hub. For further information, please contact the Housing Team.

Lifeline – Huntley House

Each flat is fitted with an alarm system. This operates the main door entry system and can be used in the event of an emergency to summon help from a member of staff.

In Huntley House there will be a staff member on site 24 hours a day as the first responder to emergencies and to ensure the security of the building.

The alarm system should only be triggered in the event of a real emergency as a false alarm blocks the call system and could result in another resident being delayed in calling for assistance. Non-emergency assistance is provided by an Enhanced Support Worker.

Repairs and Maintenance

The Trust is responsible for repairs. Work required should be reported to the Property Team and you will be advised of the timescale from the following.

Emergencies – within 24 hours

Examples of incidents or repairs that would be considered emergencies are:

- Total loss of **electricity** or a dangerous electrical fault (such as sparking cables).
- **Total loss of water supply or a major leak** (such as a burst pipe or water tank within the property).
- **If the resident has access to only one toilet and it is unusable.**
- **A blocked drain or serious leak of sewage.**
- **Carbon monoxide monitor activation.**
- **If the heating breaks down during winter where there is no other form of heating available.**
- **Any other repair that poses a risk to you or the public or to the structure of the building** e.g. if a vehicle drives into the side of the building, the roof falls in, or a fire is started.
- **Insecure window, door or lock.**
- **Glazing that is completely smashed through** (not just cracked).
- **Lost keys leaving resident unable to enter their property.**
- **Blocked or leaking drains, or soil stack.**
- **Uncontrollable leak of water from heating pipes, tank, taps or cistern.**

Reporting:

- Monday to Friday, 9.00 am to 5.00 pm, via The Whiteley Homes Trust Repairs and Maintenance number: 01932 825825.
- Outside of these hours on the Whiteley Village out of hours emergencies number: 0333 321 6349.

Please note:

- **All gas leaks** should be reported directly to the National Gas Emergency Service on **0800 111 999**. Full details and advice about what to do if you smell gas are available on the **National Grid website:**
www.nationalgrid.com/safety-and-emergencies.
- **All Fires - Call 999.**

When a repair problem is categorised as an emergency, the Trust will respond as quickly as possible, and within 24 hours between Monday to Friday, except bank holidays.

If we are unable to complete a permanent repair at that time, we will undertake whatever temporary measures are practical to ensure safety. On the next working day we will undertake a permanent repair, where possible.

Urgent repairs – within 7 days

Examples of repairs that would be considered urgent, but not an emergency, are:

- Partial loss of electrical power or light.
- Power, lighting socket or electrical fitting.
- Partial loss of water, heating or gas supply.
- Shower that is not working.
- Tap which cannot be turned off.
- Leaking roof.
- Loose or detached stair handrail.
- Door entry phone not working.
- Smoke alarm bleeping, requiring new battery.
- Extractor fan not working in a kitchen or bathroom with no other ventilation.

- Damp, mould and condensation (inspection within 7 days - actions may take longer).

Reporting:

- Monday to Friday, 9.00 am to 5.00 pm, via The Whiteley Homes Trust Repairs & Maintenance number: 01932 825825.

Routine and minor repairs - within 28 days

Examples of repairs that would not be considered an emergency, but would be repaired within 28 days are:

- Loose tiling and plasterwork.
- Leaking radiators.
- Broken or fallen fences.
- Loose and uneven pathways.
- Blocked gutters and down pipes.
- Minor repairs to internal joinery such as kitchen units and doors, window frames, catches, floorboards, floor tiles and skirting boards.

Reporting:

- Monday to Friday, 9.00 am to 5.00 pm, via The Whiteley Homes Trust Repairs & Maintenance number: 01932 825825.

Our maintenance operatives will contact you directly to agree satisfactory arrangements for them to attend to carry out the works. Exceptions will have to be made if an emergency arises or if access is required to rectify an urgent problem.

- **Light Bulbs**

The Trust does not supply replacement light bulbs unless it is a fluorescent tube, or a sealed light cover, for example in the kitchen or bathroom. A list of volunteers is held with our Repairs Administrator who may be able to assist with purchase and installing. Please call the Housing Team Office during office hours (number on page five).

When a ceiling light blows, the mains switch for the lights will trip, turning off other lights or appliances. All that is required to restore lighting is to turn the lighting fuse on in the consumer fuse box. Staff will be able to demonstrate or talk you through this if required.

- **Inside the property – decoration and floor coverings**

The Trust ensures all properties meet our agreed standards prior to being offered to a new resident. Beneficiaries who may wish to decorate or change the carpets during their occupation must seek permission from the Property Team before undertaking any works themselves, at their own expense.

Only neutral paint colours are permitted. Wallpapering is not permitted, and all works are inspected by the Property Team on completion.

The Whiteley Homes Trust's approach to mould, damp and condensation

Introduction

Condensation, damp and mould in a property may be caused by a fault with the building (the landlord's responsibility) or how the building is being used by the occupier (the resident's responsibility).

The Trust will work with residents where mould is present and identify actions to remedy the problem. Some actions will be for the Trust to take, and some will be for residents to implement.

Contact the Trust if there's a problem

Beneficiaries need to let the Trust know if they have a mould or condensation problem. The Trust can't help if it doesn't know there's a problem. Contact Property and Estates by telephone (page five).

The facts about mould, damp and condensation

Condensation is the process where water vapour becomes liquid. It is the reverse of evaporation, where liquid water becomes a vapour. Condensation happens one of two ways: either the air is cooled to its dew point, or it becomes saturated.

Condensation occurs where moisture in warm air comes into contact with a cold surface and turns into water droplets. It is generally noticeable where it forms on non-absorbent surfaces such as windows and tiles, but it can form on any surface, only being noticed when mould appears or the material rots.

Condensation tends to happen more in rooms where there is a considerable amount of moisture, such as bathrooms and kitchens, or in rooms where there are a number of people.

Signs of mould may include fuzzy black, white or green patches on walls or other surfaces.

The moisture in the air comes from a number of sources within the house.

Normal day to day activities produce relatively large quantities of moisture and it is estimated that an average two person household puts approximately four litres of moisture/water into the air every day. This estimation does not take into consideration the effects of any heating. Cooking, washing and drying clothes, our breathing and personal washing all play a part. When warm air from kitchens and bathrooms, which often contains considerable moisture, circulates to cooler parts of the house, for example to a bedroom, it will condense on any colder surface. As houses have become more effectively sealed, any moisture produced in the property is being retained and provides ideal conditions for condensation to occur.

Ventilation is only effective if consistent throughout the entire house.

Poor air circulation causing the formation of stagnant air pockets in areas, such as behind furniture and in cupboards, will tend to encourage condensation and the first evidence is usually the formation of mould growth. A further cause is that of drying clothes in the home, especially over radiators.

Condensation can cause mould to form on walls, furniture and soft furnishings such as curtains, clothing and handbags, and can even damage plasterwork and rot wooden window frames. In the case of anyone who has a breathing condition such as asthma or bronchitis, it is most important that every effort is made to control condensation because mould and house mites may make these conditions worse.

Structural damp can be caused by leaks from pipes, gutters or roofs etc.

What the Trust will do.

Once a damp, mould or condensation problem has been reported, the Trust will arrange to visit your home. We will have a look at the problem in order to determine the possible causes. Following the visit, if it is ascertained that remedial work or repairs are needed (to remedy structural damp), or further investigation is required, this will be explained to you.

What beneficiaries can do.

Mould and condensation aren't always caused by problems with the building. Sometimes they are caused by the way in which the building is being used. In that case, there are actions that residents can take. In order to minimise, and hopefully prevent, condensation occurring:

- It is best to ventilate the room to the outside after having a shower. Opening a window and closing the door will help.
- Wet clothes should be dried outdoors if possible, or in a cool area, leading to less moisture being held in the air at any one time.
- Where clothes are dried inside the home, the window should be open and wet coats should be hung outside the living area to dry.
- Tumble dryers should be vented to the outside unless they are condensing dryers.
- Extractor fans should be used where available.
- Try to avoid allowing furniture to rest against walls. This prevents air circulation to that area which will act as a cold spot and may encourage mould to grow on both the wall and the furniture.
- If water droplets are visible on windows, tiles or other surfaces, especially in the morning, wiping these away with a cloth or paper towel can help to prevent mould.

Insurance

The Trust insures all its buildings on comprehensive cover. Beneficiaries are responsible for their own contents insurance and are advised not to keep large quantities of money at home and staff are not allowed to look after money on your behalf.

Communications

- **The Monthly Bulletin**

The Trust publishes a regular Bulletin for all residents with useful and sometimes urgent updates. This is sent to residents via email or in print depending on needs and preferences. All new beneficiaries are given a New Resident Communications Form for completion on arrival where you can provide your email details for the News Bulletin distribution list if you wish. Please hand completed forms to your Support Worker or into Reception. If you would prefer a paper copy of the News Bulletin delivered to you, please speak to your Section Representative.

- **In Touch**

The Trust will be reintroducing the In Touch publication in 2024, in a new format, to include news and features that raise the profile of the charity, and to share stories from the Village, including the work of our volunteers and fundraising initiatives. This will be distributed quarterly by email where possible, to all those who have an interest in The Whiteley Homes Trust and Whiteley Village, including individuals and organisations outside of Whiteley, in addition to resident beneficiaries.

- **“I’m OK” Hub**

Short notice, important messages from the Trust are delivered via a message on the “I’m OK” Hub.

- **Social media**

If you use social media, news from the Trust is also available across a variety of platforms, including Facebook, LinkedIn, Twitter and Instagram.

- **The Octagon magazine**

This monthly magazine is produced by residents, for residents, covering social events and useful information about life in the Village. It is available to purchase, please contact your Section Representative for more details.

- **Engagement Sessions**

The Trust holds regular meetings to share topical information with the residents of the Village. These meetings take the form of a presentation by the Trust, followed by a Q&A session. In addition to the regular meetings three times a year, the Trust will put on additional sessions when required to share updates on important projects impacting the residents.

Part 4

General Information and Village Policies

Inside your property

1. Adaptations

Residents may not carry out any adaptations or alterations to their property. Exceptions include requests by an Occupational Therapist via Elmbridge Borough Council, and these must be approved by the Director of Property, Estates and Housing.

2. Fixtures and Fittings

Please take great care when adding or removing fixtures or fittings, for example this includes hanging up pictures, putting up shelves or TV brackets. If you need help please ask a neighbour, friend or relative to help you to do it safely.

3. Oak Dresser

This is a listed feature in your cottage. Please do not adapt, move, remove, paint or damage it in any way.

4. Fitted Kitchen Units or Appliances

Do not remove, replace, or supplement your fitted kitchen units or appliances, such as a hob, oven or extractor fan.

5. Household Electrical Appliances

The Trust is responsible for ensuring the safety and testing of all appliances that are Trust fixtures and carries out fixed wire testing every five years. Any equipment or appliances that you obtain or buy yourself are your own responsibility.

6. Loft Space

Access to this area is not permitted and may not be used as storage space.

7. Cleaning

It is your responsibility to keep your home clean and tidy. If you find this difficult, please speak to one of the Housing Team.

8. Washing Machines

Most cottages do not have a designated space within the kitchen area to accommodate a washing machine, but where there is space, you may provide the appliance yourself. If you are unable to fit a washing machine, there is a launderette by the Village Store. Please contact the Property Team for details on local plumbers if you require your washing machine to be installed.

9. Personal Waste

Please ensure that you only use non-quilted toilet paper. Wet wipes (even those marked as flushable), pads, food, cooking oil, fat and other objects must not be flushed down the toilet as they block the historic drains and can cause flooding. Please dispose of these items using small plastic bags and then place them in general waste. We have regular drain blockages due to residents putting wet wipes down the lavatory. This is unpleasant and expensive to clear and may result in the Trust recharging the individual resident for the cost of repairs.

10. Electricity and Gas

The electricity and gas supplies to the communal areas of Huntley House, and the district heating to the cottages, is administered by the Trust.

Electricity to the properties is provided by an external supplier, usually you will choose which provider you wish to receive your supply from. It is your responsibility to pay your supplier directly. The Housing Team can help change the utility company if you wish.

11. Heating and Hot Water

- Cottages Sections A, B, C, D, G, H and most of J
The supply of heating to your property is supplied by a district (communal) heating system. The boilers for this system are in a central area (either the Village Store area or a pavilion in the central area of your section). The Trust supplies the hot water and heating to your property. The hot water is supplied by a cylinder tank in the roof space.
- Cottages Sections E, F, K & 17 Circle Road
Your cottage is equipped with a water-heating controller and electric radiators or Logisor infrared heating panels.

- Flats 1-4 The Old Chaplaincy

Your cottage is equipped with a combination boiler and associated radiators, and the gas supply is personal to the occupant.

Please do not drape any clothing over a heater or a radiator and only clean the heaters with a dry cloth.

- Huntley House

The flats have underfloor heating. Each property has its own thermostat to control the level of heating.

Paraffin or portable gas heaters are strictly prohibited within the Village.

12. Telephone line

Each property is fitted with a BT telephone point. It is your responsibility to set up and pay for your own telephone line with whichever provider you choose.

13. Internet, TV and Satellite

It is your responsibility to set up and pay for your own internet, TV and satellite service if you should wish to have it. Satellite dishes must only be installed discreetly on the ground outside the cottage to comply with Conservation Area rules. Permission on the siting must first be obtained from the Estates Manager.

14. TV Licences

The Trust has a concessionary television licence for the beneficiaries of the Village, which is valid from 1st August each year to 31st July of the following year. Retired beneficiaries under 75 years of age pay a small licence fee (currently £7.50 per full or part year). New beneficiaries are required to pay this fee at the Housing Office within Huntley House when they first move into the Village, and thereafter will be sent invoices each July for renewal of their licence. The fees are governed by the BBC and beneficiaries will be notified if there are any changes.

Outside the Property

15. Porches, balconies, communal staircases, and corridors

All exits, entrances, communal staircases and corridors, whether inside or outside cottages or flats, must be kept clear as they are designated fire escape routes. Furnishing these areas with cupboards, fridges, shelves or shelving units, or any other item that could obstruct clear passage in the event of an emergency, is not permitted.

16. Porch cupboards (cottages and Huntley House)

Gas canisters or flammable liquids (paraffin, petrol etc.) may not be stored in your property or in your storage unit as this is a fire and explosion hazard.

17. Storage Units

There are a limited number of storage units (pavilions) available in each section. These are allocated by the Housing Team and residents pay a monthly charge via direct debit for their use. You are not allowed to install your own outside shed or storage unit.

Cottage Gardens

18. Garden plot

An endearing feature of the Village are the small garden plots outside the cottages. It is your responsibility to keep your garden plot cultivated and looked after. Your property is in a conservation area which includes the outside space. The Estates Team cuts the grass in the communal areas. No trees are to be planted in or around the cottage grounds.

20. Artificial grass

Artificial grass is not permitted to be used in any of the garden areas as we are in a conservation area.

21. Garden pots and ornaments

Beneficiaries are advised that no more than eight to ten manageably sized pots should be set out in each garden area, and no large ornaments or pots are permitted. This is to protect the special architectural and historic interest of the features that make the Whiteley Village conservation area distinctive. The

gardens are regularly inspected by the Estates team and beneficiaries may be asked to take remedial action at their own expense if they, or a visiting Conservation Officer, require it.

22. Hanging baskets

Residents may fix a maximum of two hanging baskets up on the outside of their property with permission from the Estates Manager. Climbing plants such as ivy are not permitted, nor are trellises.

If using a hosepipe to water hanging baskets or gardens they must not trail across pathways and must be stored tidily and safely. Outside taps must be isolated in the winter months. Please contact the Property and Estates team if you need help with this.

23. Low fences, additional paving or hard landscaping

The Council's Conservation Officer is unlikely to agree to the introduction of hard landscaping or fences. No such works can be undertaken without the prior written consent of the Estates Team. The Trust reserves the right to instruct the removal of any hard or soft landscape or fences erected without the permission of the Trust.

24. Washing and Washing Lines

The static washing lines are communal and for the use of all residents in the section where they are provided. Anyone in sections without static lines wishing to purchase and install their own rotary washing line may do so in the back garden area. This must be by arrangement with the Estates Team, who will advise on a suitable location. For everyone's safety, we ask that when not in use the rotary lines should be closed and covered. Replacement of personal property remains the responsibility of the beneficiary, and the Trust will only replace an existing rotary line if it is damaged by staff in the course of their work.

Communal Areas

25. Pathways

Chairs, pot plants, storage containers and other obstacles must not block pathways or obstruct level access to any property for anyone in a wheelchair, buggy or using walking assistance equipment, unless permission is granted.

26. Vehicles on pathways

No vehicles other than powered scooters or wheelchairs may be driven on pathways. The Right of Way is always in favour of pedestrians.

Vehicles and Car Parking

27. Registering your vehicle

All vehicles must be roadworthy, have a valid MOT, road tax and insurance. Please register your vehicle when you move into the Village and update it when you change the vehicle. This can be done by contacting the Housing team.

From 1st January 2024 new residents have been asked to observe the limit of one vehicle per household as we aim to improve on our environmental sustainability strategy. From 1st January 2025 this will become applicable to all households across the Village. This new vehicle policy will be extended to the whole village in a phased approach by 1st January 2025. This decision was made The Whiteley Homes Trust in consultation with the WVRC. We understand there may be times when we'll need to consider cases with very exceptional circumstances. Our Leadership Team will review these cases when they are referred by our Housing Team.

28. Car parking

There is no allocated parking in the Village and spaces cannot be reserved. The space nearest a property does not mean it belongs to that property.

Parking in the internal area of each section is for the residents of that section only (unless there is a genuine short-term requirement e.g. picking up a disabled resident from their home).

Parking is not allowed on Circle Road (the inner road near the William Whiteley monument) pathways, patios, lawns, grass verges or gardens.

Disabled parking is available near the Village Hall and at the rear of the Eliza Palmer Hub near the rugby pitches.

The Section Representative for your area will usually be able to advise on the most suitable parking arrangements in the proximity of your property.

Parking on double yellow lines is always prohibited.

Buggies/Access Scooters

29. Charging

The safety and charging of buggies and scooters are the responsibility of the owner. Charging points are available in the Village for residents' use. Huntley House residents have access to buggy shelters at the front of the building for charging and storing their buggy or scooter.

30. Insurance

Villagers who own a buggy are responsible for arranging their own insurance for the vehicle covering them for any liabilities or damage.

31. Access to charging points and cables

Do not obstruct or block access to charging points or neighbouring properties and do not leave charging cables trailing over pathways.

Rubbish and Recycling

32. Rubbish

Each household has its own wheelie bin which is usually stored at the back of the property. Only non-recyclable or non-compostable waste should be put in these bins. All waste that goes into these bins must be sealed in a black bin bag. Compostable kitchen waste caddies are provided by the Council to be stored in your property, and a communal bin for this waste is in your section. Plastic bags can be used to line your waste caddy.

There is a refuse store for Huntley House residents at the rear of the building.

33. Recycling

We all have a responsibility to recycle as much of our waste as we can. Please visit the Elmbridge Borough Council website or speak to your Section Representative if you are unsure what can and cannot go in the bin. Recycling bins are in each section and at other points around the Village.

Recycling bins for Huntley House are in the refuse store at the rear of the building.

34. Garden Waste

Beneficiaries subscribe to a Green Waste Recycling Wheelie bin from the Council. These are emptied fortnightly and come at a discounted price to those on benefits. They may be shared with other households by agreement. Garden waste must not be disposed of in the woodland areas.

35. Disposal of large items of furniture or household appliances

It is the responsibility of each resident to dispose of any large items or household appliances. This can be done in liaison with Elmbridge Borough Council directly, and you should note that there may be a charge made. Alternatively, villagers can take their items to the nearest tip, for example the Shepperton Community Recycling Centre, or arrange for a private company to take the item away.

Pets

It is the policy of The Whiteley Homes Trust to allow residents who live in the cottages or Huntley House to keep a pet if they wish to do so, subject to certain restrictions.

Following a recent consultation, beneficiaries continue to choose not to allow cats in the Village, although the Trust reserves the right to permit this in exceptional circumstances. This rule can be reviewed in the future.

Beneficiaries are personally responsible for the care, welfare and behaviour of their pet/s at all times. The Trust can revoke permission for pet ownership at any time if appropriate.

If you own a pet, you are required to adhere to the following points:

- All dogs must be registered with a local vet.
- The pet will not be the subject of any breeding or business activity.
- The owner must comply with the five basic welfare needs of the Animal Welfare Act 2006 which are:
 - Provide a suitable environment.
 - Feed a suitable diet.
 - Allow the animal to be able to exhibit normal behaviour patterns.
 - Allow any need it has to be housed with, or apart from, other animals.
 - Be protected from pain, suffering, injury and disease.
- The pet does not create any exceptional noise.
- Dogs must always wear a collar and name and contact tag.
- Dogs are to be kept on a lead when being walked within the built up areas of the Village and always kept under control.
- In accordance with UK law, all dogs over eight weeks old must be microchipped with details registered, and kept updated, on the Government approved database.
- They must be house trained and not be permitted to foul communal areas at any time. If an incident of fouling occurs the owner must clean up immediately and dispose of the poo bag in their own bin.
- All owners are asked to consider neutering for their pet, further advice on this can be obtained from a vet. Financial assistance from various charities such as the PDSA, may be available.
- The owner has returned a Pet Care Request form to the Housing Team.

Wildlife

The feeding of birds, foxes and other wildlife is discouraged as it encourages vermin. The woodlands provide a range of habitats and there is no need to supply additional food to wildlife.

Part 5

Facilities

The Village Hall

The Village Hall is mainly used for larger events organised by the village clubs and societies, and the Trust, and is regularly hired by outside organisations. Bookings can be made via the Hospitality Manager.

The Clubhouse

The Clubhouse Bar and Restaurant serves meals to eat in and take away (see The Bulletin for opening times). There is a vending machine to purchase a warm drink in the lobby. It is part of the complex to the side of the Village Hall which also includes:

The Conservatory

Used for meetings and smaller events, the Conservatory is also available to residents and non-residents for private events. Bookings can be made via the Hospitality Manager.

Therapy Pool

The pool is available for beneficiaries at certain times. It is also hired by external swimming groups who provide their own lifeguard cover during their sessions.

Before using the pool for the first time, beneficiaries will be required to sign a Therapy Pool Users Rules form which is available from the Clubhouse.

For safety reasons there must always be two people present in the pool area in case of emergency. Lone swimming is not permitted. The swimming pool is monitored by an appropriately trained person (emergency pool responder) either by the pool or using CCTV from the Clubhouse.

There is an alarm system located on poolside and in the changing room area which can be activated by pulling the cord on any of the wall mounted units. This sounds an alarm and alerts staff or volunteers located within the building who will provide the first assistance.

Snooker Room

Registration for use and bookings can be made in the Clubhouse Bar. The cost is currently £1 per play (20 minutes). Please refer to The Octagon magazine for contact details.

Barbecue

Facilities are available to residents, staff and external groups to hire for private use. Please speak to the Hospitality Manager to make a booking.

Other Facilities

There are trails within the woodlands and an ornamental lake where residents can enjoy walks.

There are a range of indoor and outdoor clubs in the Village, organised by beneficiaries.

Allotments are also available, and these are assigned to individual residents as they become available, by the resident allotment committee.

There are two active Church communities within the Village. Church of England services take place weekly in St Mark's Church and Community Church services take place weekly in Huntley House. There is a Volunteer Catholic Chaplain within the Village for Communion for the sick or housebound, for home or bereavement visits.

The Village Museum is located next to St Mark's Church. It contains records and artefacts celebrating the history of our Village and our founder William Whiteley. Please contact reception should you wish to visit.

Please see The Octagon magazine for more details.

The Eliza Palmer Hub

Our care home, the Eliza Palmer Hub, was opened in 2019 and includes a hairdressing salon and the Health and Wellbeing Suite, both of which are open to all residents.

The Hub's Lantern Café is open to residents and visitors on a limited basis and is run by our volunteer service, with seating available inside and outside.

Main Reception and Administration

Our Main Reception is located at the entrance to the Eliza Palmer Hub and several of the administration offices can also be found there, including the office of the Chief Executive and other key staff.

The Housing Team are in Huntley House.

The Property and Estates Team are in the Corporate Services Yard. For safety reasons this area is not open to residents and should not be visited unless by prior arrangement with a member of the P&E team. However, most meetings will be arranged to take place at EPH and can be arranged with Reception.

The Village Shop and Post Office

On Circle Road, in the heart of the community is the **Village Shop** selling a range of household goods, and food specially chosen to meet the requirements of village residents. A shopping delivery service is provided for those in need of this service, referred by the Housing Team. For the latest opening hours, please refer to The Bulletin, or contact Reception.

In this complex there are also other shops and services including:

- The **second-hand shop, furniture shop and library** are resident run services available in the same complex. Please be aware the second-hand shop sometimes referred to as the 'charity shop' and the furniture shop do not raise money for The Whiteley Homes Trust charity. The monies go to the Residents Welfare Fund, which is utilised for the beneficiaries, but is not governed by the Trust and is not a registered charity.
- A 24-hour **laundrette** with machines using washing and drying tokens sold in the Village Shop. A maximum of four tokens can be purchased and any unused tokens should be returned to the shop and a refund will be provided. Bookings should be made on the hourly time sheets, found in the laundry.

- **Centre Point** is a kiosk in the lobby area, where the Support Workers are based. The office is open infrequently as the Support Workers are not often at their desks, as the key part of their role is to be out and about in the Village, visiting residents.
- **The Veranda** displays several notice boards, maintained by clubs and societies, the churches, and the Trust. There are also bus timetables available.

Transport

Public bus service

The 555 public bus service runs between the Village and Heathrow Airport. Bus passes are accepted, or tickets issued, on board using contactless payment, or cash.

An hourly service starts and finishes outside the Village Shop, with additional stops at St. Mark's Church, Huntley House, opposite Drapers Crescent, and opposite East Avenue on Octagon Road.

This is a convenient way to reach Hersham and Walton-on-Thames (for connecting services).

Part 6

Health and Safety

Security and CCTV

The Trust takes the security of the Village seriously. The Village is open all the time to accommodate visitors, emergency vehicles and deliveries. A member of staff makes regular patrols around the Village both during the day and in the evenings and is a familiar figure.

CCTV is in operation in various areas of the Village for the purpose of crime prevention and detection. In line with GDPR regulations it is important that you are aware of this.

Fire Safety Information

It is the overall aim of the Trust to minimise the risks to staff and residents which may arise from fire. This will be achieved by ensuring precautions are taken to avoid fires occurring by having fire risk assessments and observing good fire safety practices and encouraging a good safety culture.

The Trust complies fully with the Regulatory Reform Fire Safety Order 2005 (RRFSO) and ensures that suitable and sufficient fire risk assessments are carried out and recorded.

In complying with the RRFSO, the Trust ensures that staff keep up to date with legislation and guidance for both fire safety and fire precautions using Approved Codes of Practice (ACOP) documents issued by the Health and Safety Executive (HSE).

The Trust complies with appropriate fire regulations. By recommendation of the Fire Brigade, notices and guidance are issued to ensure the risk of a fire breaking out is minimal and that you know what to do in the event of a fire.

Our independent living cottages have early warning protection smoke and heat alarms installed.

Fire prevention and advice saves lives. Take care – don't let a fire start.

Fire Safety Good Practice

In the kitchen:

- Do not let fat overheat and never leave pans unattended.
- Never put water on burning fat.
- Do not cook if you have consumed a lot of alcohol.

Smokers:

- Never smoke in bed.
- Always use a proper ashtray.
- Put your cigarette right out.

Electrics:

- Never overload plug sockets – one socket, one plug is the rule. Extension cables can be dangerous if overloaded.
- Before bed, ensure appliances such as TVs and cookers are switched off and make sure doors are closed.

Candles:

- Candles are strictly prohibited.

Evacuation Procedures

In the event of a fire - Cottages

If the fire is in your almshouse, you will need to evacuate as quickly as possible.

1. Upon hearing the smoke alarm or discovering a fire, leave the building immediately by the nearest entrance/exit.
2. Do not attempt to collect belongings.
3. If the fire is downstairs and you are upstairs, remain in the bedroom, close the door and report the fire using your Careline, your telephone or open a window and call for assistance.
4. Dial 999 from a mobile phone or neighbouring property and ask for the fire service.
5. Ensure you make yourself known to the fire service when they arrive.

6. Do not under any circumstances re-enter the property until instructed to do so by the lead fire officer.

In the event of a fire – Huntley House

A “stay put” policy has been agreed with the Fire Service for the residents of Huntley House.

Testing Equipment

All life safety systems and equipment such as alarms and extinguishers are tested and inspected in line with the current legislation by qualified external contractors. The Trust tests all smoke and heat detectors in all homes on an annual basis.

Oxygen Therapy Equipment in Cottages

Occasionally a resident may need to use oxygen therapy equipment at home for medical reasons. Suppliers of this type of equipment in cottages will provide instructions and information on use and storage of that equipment including in relation to fire safety. The Trust encourages residents to let them know if they are using oxygen at home. It is also useful for the local Fire and Rescue Service to be notified where such equipment has been provided in cottages as they will add the information to their database, which pre-alerts fire response vehicles in the event of an emergency call to the property (The Trust can do this on your behalf if it is aware). The Fire and Rescue Service is happy to arrange a home visit in these circumstances, if requested, to give fire safety advice.

Reporting Incidents

All fires and/or fire related incidents must be reported immediately to the fire service on 999.

Adverse Weather Conditions

In the event of snow, the Estates Team will endeavour to spread salt on all the main roads throughout the Village. It is not possible for all areas of the Village to be gritted. Residents must take extreme care if it is slippery underfoot and be mindful that not all pathways will have been gritted. Residents are reminded NOT to attempt to spread salt on or near their cottages to avoid the unnecessary risk of slipping.

Advance warnings of adverse weather are advertised on all main news channels and residents are advised to ensure they have sufficient food supplies at home to avoid having to leave home.

Keys

On arrival residents are issued with the key to their property. The keys are part of a master key system, which can open your front door, but it will only be used in exceptional circumstances. You must not change your lock or add locks or bolts, as doing so may delay helpers in the event of an emergency. Your privacy will be respected.

All staff have strict instructions only to enter your home:

- In an emergency, for example in the event of fire or flooding, or if we have serious concerns about your wellbeing and cannot reach you on the telephone.
- If you have asked a member of staff to do so.
- If you have given permission for work to be carried out in your almshouse in your absence.
- If you have had to go into hospital and it is necessary to check on your almshouse.

Staff will not allow access into your home to any of your relatives or callers in your absence. Please be careful who you give a spare key to; staff cannot deny access to anyone with a key.

You can order spare keys via the Property Team, and the cost of spare/replacement keys will be charged to you.

Portable Appliance Testing (PAT)

The Trust is responsible for testing its portable appliances at regular intervals. Residents are not permitted to use their personal equipment in a communal area as this will compromise the Trust's safety precautions. This includes the activity centre.

If staff identify any potential hazards related to a beneficiary owned appliance or piece of equipment at any time, the Trust will advise the resident not to use it and will recommend that you arrange for the appliance to be checked or repaired to ensure it is safe and is not likely to cause an electrical fire.

Security

The Trust seeks to improve security measures within the Village. Please bear in mind the following:

- Keep your door closed and locked at all times.
- If you have one, use the spy hole to identify callers before opening the door.
- Never allow a stranger into your home, no matter how genuine she/he appears.
- Be wary of unknown callers. Let them wait outside while you take the time to verify who they are.

The Trust will never send anyone who is unfamiliar to you, or not wearing a clear ID badge, to your home without prior notice.

Smoking Policy

Smoking or vaping is not allowed in any of the communal facilities or offices within the Village. If you are a smoker, please be considerate of others if you are smoking in the Village grounds.

The Trust has a duty of care to its staff and contractors who are entitled to work in a smoke-free environment. They should not be expected to enter properties which are full of cigarette smoke. If a member of staff or contractor is visiting you or a job is required in your property, please refrain from smoking inside for at least an hour before the member of staff or contractor's arrival and leave a window open to clear the property of smoke to protect staff/contractors from second-hand smoke inhalation.

Water Management

The Trust carries out recommended water management control measures on all sites. When a property becomes vacant a full water check will be done on the

water system including changing showerheads and temperature checks before the property is occupied again.

If you have been away from home for over seven days:

- Run all your taps gently for three to four minutes. For showers, lower the hose to the base of the shower tray or bath when flushing. Remember that when flushing taps or showers, turn them on slowly so you don't splash water releasing water droplets in the air.
- Put the lid down on the toilet and flush it a couple of times prior to using it. This is to ensure that any bacteria that may have started to build up are flushed through.

Part 7

Resident Groups

Whiteley Village Representative Committee (WVRC)

Each section in the Village has a Section Representative chosen by their fellow section residents. Together, they form the Whiteley Village Representative Committee (WVRC) and meet in alternate months under a Chair, Vice-Chair, Secretary and Treasurer. They are appointed by their own members and may serve for several years. The Officers, who will have been active in village life for a number of years, are elected at a joint Annual General Meeting and may be re-elected. Every second year the Vice-Chair accedes to the Chair and a new Vice-Chair is elected.

The Head of Housing is the key contact for the WVRC, however other key members of staff may be invited to attend meetings and there is an open invitation to Trustees and the CEO. Minutes of meetings are published, and a copy of the Constitution may be seen by application to the Secretary.

Whiteley Village Association of Clubs (WVAC)

The secretaries of the Village's various clubs and societies form the Whiteley Village Association (WVA), and they meet prior to the WVRC, under the same officers.

The Welfare Fund

The Welfare Fund is managed by beneficiaries for beneficiaries and has long been in existence, with income from various sources but principally, the proceeds of the Village Fayre and the second-hand clothes and furniture shops. The Fund is administered by the WVRC after consultation with the WVA, and applications are approved or rejected by a majority vote of the Committee.

The Fund may help any established club or society within the Village with provision of equipment, with a short-term loan when money must be laid out ahead of an event, or for helping a group set up a new club. The Fund may also provide items for the general welfare of the Village that are not supplied by the Trust. Contact the WVRC Treasurer for more information.



The Whiteley Homes Trust

VISITOR NOTICE

THESE GROUNDS ARE PRIVATE

By permission of The Whiteley Homes Trust, members of the public are admitted into the Village on the proviso that these rules are strictly adhered to at all times.

- No obstructions or annoyance must be caused by visitors, their cars, bicycles or their dogs. Dogs must be kept on a lead and their foulings cleared up and taken off site. Overnight parking is prohibited.
- Visitors to the Village must act responsibly and sensibly at all times.
- Visitors to the Village should follow any safety warnings or instructions given to them by a member of staff (including requests to leave the Village).
- No person shall damage any tree or plant or light a fire or barbecue. Excessive noise is not permitted.
- Many of the trees are old and are liable to shed their branches without notice. Any person accessing the Village should be careful of the risk of falling branches. The Trust accepts no liability for any loss or damage caused by falling trees or their branches. Climbing of trees is prohibited.
- The speed limit for all vehicle traffic (including cars, motorcycles and bicycles) is 20 miles per hour and pedestrians retain priority. Learner drivers are not permitted within the Village. The Trust reserves the right to forbid the entry of any vehicle or person into the Village. The Trust accepts no liability for any loss or damage to any vehicle whilst in the Village.
- Sports are only acceptable with permission of the Trust.
- In the absence of any negligence or other breach of duty by the Trust, any access to the Village by visitors is entirely at their own risk.

Any person in breach of these rules may be required to leave.

By order of The Whiteley Homes Trustees. Based on the August 1937 rules, amended in April 2021. The Whiteley Homes Trust Charity No: 1103056.

NOTES:



The Whiteley Homes Trust

Whiteley Village, Walton-on-Thames, Surrey, KT12 4ES

Registered Charity: 1103056